

Celebrating Success: "Surviving" an MDHE Program Review

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Agenda

- What is a review?
- Overview of the process
 - Offsite
 - Onsite
- Resources for preparation



What is a program review?

- A method by which MDHE evaluates:
 - Written policies
 - Student files
 - Compliance with federal regulations



A program review is NOT:

- Our attempt to micromanage your institution
- A reason for you to have a nervous breakdown
- A witch hunt
- An evaluation of your cleaning skills



MDHE Triggers

- a CDR higher than 20%
- Results of previous program reviews
- Lender or student complaints
- Other criteria determined by the MDHE



3-year CDR

2-year calc.

For FY09:

of borrowers who defaulted between 10/01/08 – 09/30/10

of borrowers who entered repayment between 10/01/08 – 09/30/09 3-year calc.

For FY09:

of borrowers who defaulted between 10/01/08 – 09/30/11

of borrowers who entered repayment between 10/01/08 – 09/30/09



CDR Comparison

	School A – 2 year		School B – 4 year		School C - Tech	
	2-year	<u>3-year</u>	2-year	<u>3-year</u>	2-year	3-year
# in Default	1	3	33	59	5	10
# in Repayment	43	43	577	577	83	83
CDR	2.3	6.9	5.7	10.2	6.0	12.0

Overview of the Process

- Notification
- 2 components
 - Offsite (procedures)
 - Onsite (student files)
- Final report



Notification of Review/Prep work

Notification

- Sent 60-days prior to onsite review
- Sent to FAO & Pres.
- Via Certified Mail
- Length onsite (2 5 days)
- List of requested materials
- 2-3 weeks deadline to send materials

Prep Work

- Select a designated contact person to act as a liaison for the duration of the review
- Identify a workplace with internet access that will not disrupt daily function of the office



Requested materials/Offsite

- USDE Program Participation Agreement & Institutional Eligibility notice
- Admissions standards
- School catalog & student handbook for current year
- Loan budgets for year in review (COA)
- Sample award letter and sample EFT notification
- Current financial aid policies and procedures
- Consumer information, annual security report (URLS)
- Default Management Plan
- Examples of forms, applications and worksheets

Onsite

Various staff should be made available during the review.

- Entrance Interview
- Areas of Review
- File Examination (50 student files)
 - Student financial aid
 - Academic transcript
 - Student account information
- Exit Interview

Areas of Review

- Financial Aid Office
- Business Office
- Registrar's/Records Office



Financial Aid Office

The general purpose of meeting with the FAO is to determine if policies and procedures regarding the administration of financial aid are followed.

- Process Discussion
 - Administrative Responsibilities
 - Staffing
 - Trainings and Meetings
 - Academic Year
 - Campus Based Programs
 - Professional Judgment
 - Refunds
 - Student Eligibility
 - Needs Analysis

Financial Aid Office

We will also touch on...

- Procedures for conducting entrance and exit counseling
- Method of determining the loan period and student grade level
- Institutional definition of enrollment
- Procedures for estimating other financial assistance



Business Office

The general purpose of meeting with the business office is to determine if policies and procedures regarding the receipt and the delivery of disbursements are being followed.

- Process Discussion
 - Student Accounts
 - Delivery of Funds
 - Credit Balances
 - Return of Title IV Funds (Refund) Policy
 - Procedures for receipt and delivery of loan proceeds



Registrar's Office

The general purpose of meeting with the Registrar's Office is to determine if policies and procedures regarding the student borrower's enrollment are followed.

Process Discussion

- Academic year
- Enrollment status
- Satisfactory Academic Progress



Registrar's Office

- Pertinent information includes:
 - Student enrollment procedures
 - Institutional definition of enrollment
 - Academic year determination
 - Definition of full time & half time
 - Definition of SAP
 - Notification of financial aid office when student ceases to be enrolled half-time basis
 - Withdraw date determination for students who do not formally withdraw
- Records kept by the registrar will be examined to ensure consistency within institutional policies

Student Files

- The following should also be accessible:
 - Date loan funds were received
 - Date loan proceeds were delivered
 - Date grant/scholarship proceeds were delivered
 - Receipt of tuition & fees
 - Return of Title IV funds (refund calculations)
- School records should include:
 - Dates of enrollment
 - Institutional charges
 - Housing status
 - Changes in enrollment status

MDHE CELEBRATING 30 YEARS Review Report

The report will:

- ID any areas of deficiency
- Indicate necessary corrective actions
- Make recommendations for improved administration
- Final report should be received within 60 days.
- Any required response will be expected within 60 days of the receipt of the report.

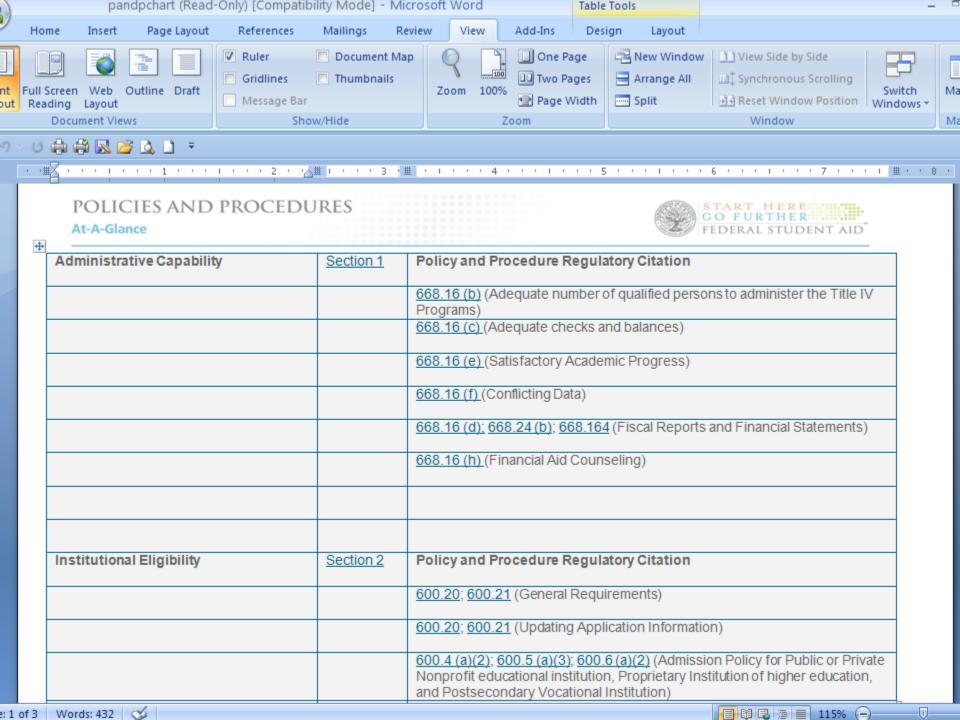


Tools, Tips and Tidbits

Information for Financial Aid Professionals (IFAP)

- www.ifap.ed.gov
 - FSA Assessments Policies and Procedures
 - Program Review Guide
 - Making a Policies and Procedures Manual
 - Management Enhancement Worksheet
 - Training Session #13 FSA Assessments and Opportunity to Improve Compliance





National Association of Student Financial Aid Administrators

(NASFAA)

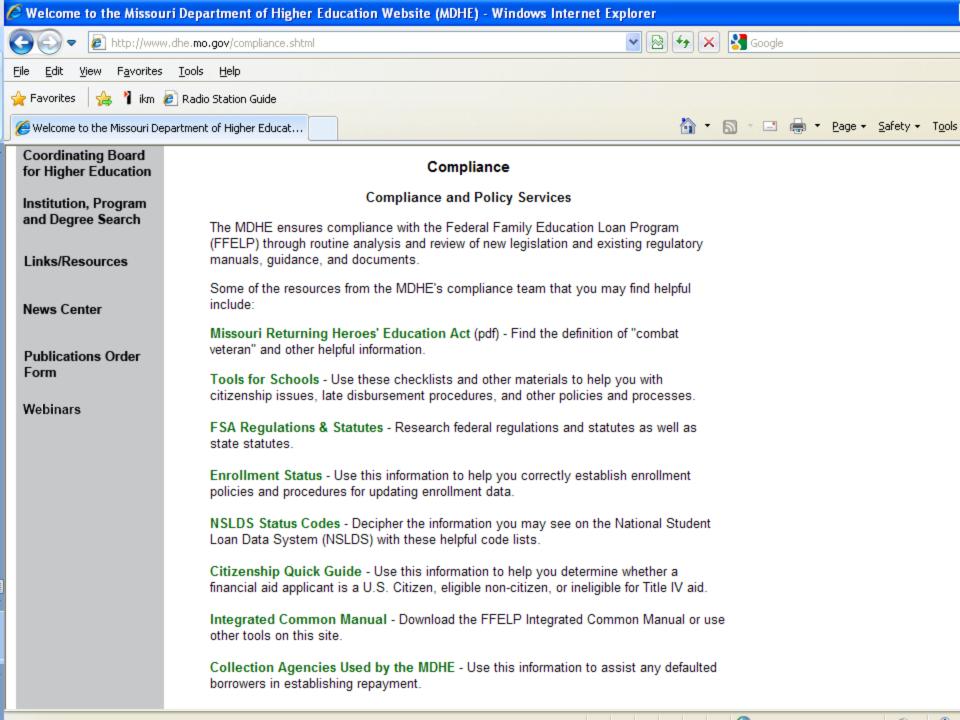
- www.nasfaa.org/Home.asp
 - Self Evaluation Guide
 - Policies and Procedures Tools
 - Award Letter Evaluation Tool
 - Monographs



Missouri Department of Higher Education (MDHE)

- www.dhe.mo.gov
 - MDHE Digest
 - Compliance Q/A





Wrap Up

A review is relatively painless when you know the process, keep policies and procedures up-to-date by utilizing resources available, allowing you to celebrate a successful school review!



Questions???

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